

**TOWN OF WATERFORD
CAPITAL PROJECT REQUEST FORM
2027-2031 FISCAL YEAR REQUEST**

DEPARTMENT/AGENCY Planning / Building Department	CONTACT PERSON Jonathan Mullen
PROJECT NAME Scanning and Document Management	DEPARTMENT PRIORITY 1

1	DESCRIPTION AND JUSTIFICATION (describe the type, purpose & anticipated accomplishments of the project)																																																																						
	The request is to fund scanning of all documents in the Planning and Building Departments. The town currently has approximately 1,000,000 paper documents and maps stored in the basement of Town Hall and in the Planning and Building Office. Scanning these documents will reduce paper, modernize workflows, protect important town documents. The scanned documents will then be integrated into a document management system that will provide convenient managed access to documents for both staff and the public.																																																																						
2	PROJECT STATUS IF IN PROGRESS																																																																						
3	LIST OTHER PROJECTS WITHIN YOUR DEPARTMENT OR ANOTHER DEPARTMENT THAT WILL BE IMPACTED BY THIS REQUEST																																																																						
	None																																																																						
4	DESCRIBE THE IMPACT ON DEPARTMENT OPERATING BUDGET (include cost estimate if applicable)																																																																						
	After the initial scanning project is complete the town will maintain existing and input new documents into a document management system which will have a yearly licensign fee.																																																																						
5	GRANT FUNDING/OTHER FUNDING, if applicable (detailed explanation of grant/other funding, including the amount, source of funding, status, town match, if any. Attach award letter if available)																																																																						
6	ATTACH PLAN ESTIMATE, SERVICE AREA MAP AND/OR OTHER SUPPORTING DOCUMENTATION (if none, simply state that in the area below)																																																																						
7	COST/FUNDING SOURCE																																																																						
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 35%;">FUNDING SOURCE</th> <th style="width: 10%;">APPROVED FUNDING TO DATE</th> <th style="width: 10%;">FY2026</th> <th style="width: 10%;">FY2027</th> <th style="width: 10%;">FY2028</th> <th style="width: 10%;">FY2029</th> <th style="width: 10%;">FY2030</th> </tr> </thead> <tbody> <tr> <td>1 Current Year Capital</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2 Utility Budget/Sewer Cap Maint Fund</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>3 Transfer to CNR</td> <td></td> <td></td> <td></td> <td>380,000</td> <td></td> <td></td> </tr> <tr> <td>4 Short/Long-term Bonds</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>5 LoCIP (detail in section 5 above)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>6 CNR Undesignated Fund Balance</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>7 Federal/State Grants (detail in section 5)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>8 Other Funding (detail in section 5 above)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>TOTALS</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> <td style="text-align: center;">380,000</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> </tbody> </table>	FUNDING SOURCE	APPROVED FUNDING TO DATE	FY2026	FY2027	FY2028	FY2029	FY2030	1 Current Year Capital							2 Utility Budget/Sewer Cap Maint Fund							3 Transfer to CNR				380,000			4 Short/Long-term Bonds							5 LoCIP (detail in section 5 above)							6 CNR Undesignated Fund Balance							7 Federal/State Grants (detail in section 5)							8 Other Funding (detail in section 5 above)							TOTALS	0	0	0	380,000	0	0
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Estimated Content Management Project Pricing for the Town of Waterford, Connecticut

THESE PRICES ARE BASED ON A PRELIMINARY NEEDS ASSESSMENT AND ARE PROVIDED FOR BUDGETARY ESTIMATING PURPOSES ONLY.

When the Municipality is ready to proceed with the work and its comprehensive requirements are determined, a formal quote can be finalized which may include applicable price adjustments.

Costs for Laserfiche Professional Cloud System:

Line Item Description	Model #	Quantity	Unit Price	Total
Laserfiche Cloud				
Laserfiche Cloud - Professional User - Tier 5-49	CLENF2	10	\$830.00	\$8,300.00
Laserfiche Cloud - Participant User - Tier 10-199	CFPAR	10	\$120.00	\$1,200.00
Laserfiche Cloud - Public Portal - 1,000 views per month	CLPPAL	1	\$600.00	\$600.00
Laserfiche Cloud - Forms Portal - 1,000 submissions per month	CLFPAL	1	\$1,800.00	\$1,800.00
Laserfiche Cloud Subtotal				\$11,900.00
Professional Services				
Laserfiche Configuration and Training - remote days		2	\$1,400.00	\$2,800.00
Laserfiche-Municipality Integration (Yr 2 Forward: \$2,400.00)		1	\$5,000.00	\$5,000.00
Laserfiche Project Coordination		1	\$300.00	\$300.00
Professional Services Subtotal				\$8,100.00
Grand Total				\$20,000.00 *

**Please note that Laserfiche SAAS Software can be priced at OMNIA/National Cooperative Purchasing Alliance (NCPA) levels: Contract #01-158 levels which is a 3.1% discount on the Laserfiche SAAS Software.*

***The Municipality Legacy Data conversion will have to be scoped. Note that remote data conversion is \$195.00 per hour.*

Anticipated annual LSAP/SAAS fees after the included 1st year for the above configuration would be \$14,300.00

Note: This estimate is subject to change based upon the then-current support/SAAS prices for that year. Plan for a 5% YOY cost increase to all Laserfiche SAAS models.

Additional ICC-CDS Pricing Information:

Day Rates

- Laserfiche Training/Installation – Onsite Days: \$2,200.00 per day (includes travel – 2 day minimum)
- Laserfiche Training/Installation – Remote Day: \$1,400.00

Hourly Rates (remote)

- Training/Scoping: \$175.00 per hour
- Laserfiche Workflow/Forms Development/Data Conversion: \$195.00 per hour
- Laserfiche Integration Development: \$210.00 per hour

***Laserfiche Crafted Solutions (developed solutions)**

- Laserfiche Records Retention Essentials (Records Management Automation): \$995.00
- *Note that ICC-CDS has other automated solutions, including FOIA, Contract Management, Records Center Management and Application Portals.

DESCRIPTION OF RECOMMENDED COMPONENTS

The Laserfiche Cloud license introduces a straightforward software license that includes a wide variety of features to benefit all departments of the municipality. All of this is hosted on Amazon Web Services, so no internal IT resources are required.

Laserfiche Cloud Professional Features:

Cloud Features	Professional	Cloud Add-Ons	Professional
Packages start at (can add to each pack)	\$4,150 for 5 users	SDK	+
100 GB storage per user	✓	QuickAgent Fields Complete with Agent	10 (+)
Document Management	✓	Workflow Bots for Process Automation	1 (+)
Audit Trail	Starter (+)	Public Portal	+
Direct Share	✓	Forms Portal	+
Data Encrypted at Rest	✓	Participant Users	+
Autoscaling of Computing and Storage	✓	Community Users	+
Automated and Encrypted Backups	✓	Smart Invoice Capture	+
Intrusion Detection	✓	Vault	+
Automated Feature/Security Updates	✓	Additional Storage	+
Automated Text Extraction	✓	ScanConnect	+
Import Agent with Email Archiving	✓		
Process Automation	✓		
Connector	✓		
Surveys	✓		
Records Management	+		
Cloud Integrations	Professional		
Microsoft 365 Integration	✓		
Integration with SharePoint	✓		
Integration w/ Microsoft Dynamics 365	✓		
Integration with DocuSign	+		
Integration with Salesforce CRM	+		
Certified Integration with SAP ArchiveL	+		
Integration with Laser App	+		
Laserfiche for Ricoh MFD	+		

-Not Available + Optional Add-On ✓Included

*As a cloud-based system, updates and new features are automatically pushed out, limited/no IT involvement.



RICOH
imagine. change.

Records Imaging & Conversion Services

Version 20220701

Prepared for:

Town of Waterford

Project for: Planning & Building Department

Version 1.00

10/18/2024

Juan Rodriguez
Digital Services Specialist
860-670-0702

Juan.f.rodriguez@ricoh-usa.com

Reservation of Rights

In response to your RFP or invitation, we are pleased to submit this proposal for your consideration. We recognize your right to negotiate and approve the terms and conditions of any contract following award and respectfully reserve the right to do the same. We acknowledge that all contract terms and conditions must be mutually agreed upon by both of us. Our proposal represents our commitment with respect to pricing, equipment specifications and service levels and contemplates that both parties reserve the right to review and negotiate appropriate and mutually acceptable terms and conditions in the exercise of good faith. As is customary for transactions of this type, our proposal is based upon the information provided by you and the assumptions set forth in our response, and any changes to such information or assumptions may, if material, require modification. Upon award, we will be pleased to work with you to promptly finalize mutually acceptable contract terms and, if applicable, provide copies of appropriate contract forms for that purpose.

Proprietary and Confidential Statement

The enclosed materials are proprietary to Ricoh, and Ricoh reserves all right, title, and interest in and to such materials. The terms, conditions, and information set forth herein are confidential to Ricoh and may not be disclosed in any manner to any person other than the addressee, together with its officers, employees, and agents who are directly responsible for evaluating the contents of these materials for the limited purpose intended. Any unauthorized disclosure, use, reproduction, or transmission is expressly prohibited without the prior written consent of Ricoh. These materials summarize a proposed equipment and/or services solution. They are intended for informational purposes only to assist you in your evaluation of Ricoh as a potential business partner. These materials do not represent an offer or a binding agreement.

Jonathan Mullen
Town of Waterford
15 Rope Ferry Road ,
Waterford , CT 06385
860-444-5813
jmullen@waterfordct.org

Dear Jonathan,

Thank you for your interest in Ricoh, the premier provider of high-volume document imaging and conversion services, as a potential partner for document processing services.

As part of desired partnership outlined in prior discussions, Ricoh USA, Inc. has prepared the following proposal to detail conversion services for Town of Waterford ("Client"), specific to . In this proposal, Ricoh will provide recommendations that include services for the operational processes to convert paper into electronic images. Ricoh has outlined the Project scope and estimated costs for this Project Based engagement. The estimated service costs outlined in this document are based on Ricoh's experience and preliminary information received from Client.

Ricoh owns and operates the largest network of secure scanning centers nationwide performing image capture of over 3.2 billion pages of paper and microform last year alone. For over twenty-six years, Ricoh's Document Imaging Services' primary mission has been to accurately capture images from any media (e.g., paper, large format drawings, microfilm, microfiche, aperture cards, electronically stored information, etc.) and deliver them to our clients in a hard-copy or a database-ready format.

Our emphasis on quality, performance, mutual project success while maintaining confidentiality and chain of custody has translated into thousands of satisfied customers who have entrusted Ricoh with their legal, PHI, PII, HIPAA and business-critical documents.

Our technology and labor infrastructure, coupled with our experience within your industry on comparable projects, uniquely positions Ricoh to deliver a superior work product under budget and within deadline.

If you have any questions or feel I have omitted anything in the estimate, please do not hesitate to reach out to me. Thank you for your kind consideration of Ricoh as your partner on this project and I look forward to working with you in the very near future.

Kind Regards,



Juan F. Rodriguez
Digital Services Specialist, Offsite

RICOH USA, Inc.
29 Griffin Road South, Unit C
Bloomfield, CT 06002
860.670.0702

juan.f.rodriguez@ricoh-usa.com

Ricoh Digital Imaging Services Overview

Ricoh has been providing fast, secure, local scanning of virtually any type or size of documents for more than 25 years. Ricoh's unique strengths include:

Standardized Process and Services



Professional Conversion Services

Through our national network of processing centers, we have the capacity to scan more than 50 million pages per month. This reinforces our proven track record as the nation's largest provider of document imaging services.

Security and Confidentiality

Ricoh's procedures and protected facilities are designed to ensure that your documents will be kept secure and confidential through the entire project. Each employee has completed a background check, drug testing, and confidentiality agreements. Ricoh trains its processing center staff relative to HIPAA standards for handling confidential healthcare-related documents.

Imaging Expertise and Best Practices

Organizations outsource scanning operations to gain access to expertise and best practices. Using one of our document processing centers, Ricoh consistently delivers world-class service and results by understanding our customers' unique business requirements and applying best practices to meet those needs. Additional details are provided herein.

Turnkey Project Management

Ricoh assigns an experienced project manager and operations team to every imaging project, so projects proceed as planned, and clients have a single point of contact for regular communication. Additional details are provided herein.

Universal Imaging Capabilities

Ricoh supports a wide range of industry-standard and vendor-specific input and output formats. Ricoh has the experience and expertise to provide a seamless data conversion to migrate existing images and metadata to a new document management system while minimizing conversion costs. Ricoh also provides roll microfilm, microfiche, and aperture card scanning services.

Ricoh Security Measures

Ricoh has developed a methodology based on more than a quarter-century of experience that provides our clients a consistent deliverable from any of our Business Information Services Source (BIS Source) locations across the country. These time-tested, documented procedures are rigorously enforced through a continuing education and audit process for both our managers and production staff.

Chain of Custody

We understand the risk associated with the movement of your documents. We track all documents throughout the process - from initial pickup through to delivery - via a documented chain of custody. We collect signatures of release and acceptance whenever all or portions of your materials leave our processing operation. At the completion of the process, you will sign off that you have received all of your materials. Our chain-of-custody process has been designed to document the custody of all customer materials, regardless of type, from release to Ricoh to return. This process enables us to track the location of all materials throughout the process.

Protect.

We simplify interactions to protect our customers' businesses — and enhance both internal and external customer experiences.

Manage.

We simplify everyday processes as we manage, interpret and route critical information throughout the digital transformation journey.

Connect.

We capture data and transform it into meaningful, actionable business insights — so you can make more informed decisions.

Document Handling and Confidentiality

Each of our employees has completed a background check, drug testing and signed a confidentiality agreement. Ricoh BIS professionals are experienced in handling, disassembling, and reassembling clients' important legal files. Our BIS staff is also trained relative to HIPAA and HITECH standards for handling confidential healthcare-related documents.

Security at Every Level

We employ strict protocols for handling data and other confidential information. All BIS Source locations are tightly secured, and our staff goes through rigorous confidentiality and security training and background checks. Your data, whether electronically stored information or paper, is protected physically within our centers, and all converted electronic data is subject to multilevel security through encryption and firewalls. Each BIS Source location has a business continuity plan documented and on file.

Disaster Recovery

Each of our BIS Source locations has a business continuity plan outlining the procedures for that location. Those plans are reviewed and updated quarterly. Additionally, Ricoh's infrastructure mitigates risk associated with data loss and sustained production downtime because Ricoh has BIS Source locations across the country, all adhering to the same policies and procedures and using the same production equipment. We have redundancy built into each of our production conversion processes. If a disaster were to strike our local office, we would personally move all of the work to a nearby office (designated "hot site").

Scope of Services

Volume & Condition Specifications

- Ricoh will pick up the boxes from designated customer facility
 - Assumes 1 trip for pick up
 - Ricoh will provide boxes.
 - Ricoh will prepare and box documents for shipment.
 - Distance is assumed to be 55 miles (one-way) from Ricoh Processing Center
 - Customer Pickup Address is: 15 Rope Ferry Road , Waterford , CT 06385

Project Details

- Total of 2 Populations:
 - Population #1 – Planning Department / with 180 Boxes
 - The boxes are generally 100% full
 - Population #2 – Building Department / with 207 Boxes
 - The boxes are generally 100% full

Transportation, Processing Location & Schedule

- Offsite Transportation may be provided by the Client or may be purchased from Ricoh.
 - For Details and Discussion Topics for Transportation, see Appendix C
- Offsite scanning is provided at Ricoh's secured scanning center(s) in the United States, specifically:
 - Bloomfield, CT
 - Cleveland, OH
 - Atlanta, GA
 - Houston, TX
- Project commencement is estimated to begin within one week of receipt of an executed Statement of Work and/or Customer Order Authorization.
- Chain of custody is documented upon pick-up/delivery and a Ricoh representative will transfer confidential client documents to a secure imaging center for preparation and scanning.
- Ricoh will retain electronic images on Ricoh production server(s) throughout the project for up to thirty (30) days after final delivery. After thirty (30) days from delivery of data and images, Ricoh is not responsible for maintaining any archival image or data information in connection with the delivery.

Population Planning Department Specifications

The Planning Department Population consists of the following:

Capture Specifications

- **Population #1: Population Name: Planning Department**
 - Estimated number of file boxes (1.2cf) total 180
 - Estimated qty UP TO 11"x17" in dimension: 450,000 pages in 180 file boxes (1.2cf)
 - Estimated qty OVER 11"x17" up to 36"x48" in size: 0 per file boxes (1.2cf)
 - Percent of duplex pages: 0%
 - Percent of B&W originals: 100%
 - Percent of color originals: 0%
 - Total anticipated image count: 450,000
 - Total number of resulting electronic files: 14,976 PDFs created
 - Barriers per box: 500-699
 - Data file will be provided by the Client containing all index values: No
- Paper Logical Document Determination is based on no.
 - Examples: Acco clips, staples, paperclips, bands, folders, each folder, or physical file etc.

Paper Condition

- This population will NOT require Archival Handling based on understanding that documents currently ARE in a condition that is suitable for loading into a document handler/feeder for scanning.

Processing Location

- Processing will occur in no other locations than those listed below, without Client approval.
 - Imaging of source media will be performed at Ricoh's or Ricoh's business partner's processing center(s) located in the Continental United States
 - Index capture from images will be performed at Ricoh's or Ricoh's business partner's processing center(s) located in India using a Citrix Environment where servers will reside in Houston, TX.
 - Final conversion processing of images and index data will be performed in Ricoh's AWS Amazon cloud

Image Capture Specifications

- Population pages delivered to Ricoh will be imaged
 - Document preparation is defined as Heavy Prep.
 - Document reassembly is defined as Light Reassembly.
- Capture is based on multi page images in PDF format.
- A Quality Control process will take place at the time of scanning to ensure accuracy.
 - Image quality checking is defined as Statistical/Sample QC.
- Ricoh will capture originals based on the following:
 - Originals will be scanned at a resolution of 300 dots per inch (dpi).
 - Resolution higher than 300 dpi will require custom quotation from Ricoh Operations
- Files will be delivered as multi page PDF images.
 - Capture of black & white originals as bi-tonal (b&w) images.
 - Capture of color originals, (ie: charts, photographs, etc) as bi-tonal (b&w) images.

Paper Index Capture Specifications

- Final indexing requirements will capture 1 total fields
- Ricoh will capture of the following File Level index fields.
 - **FOLDER CAPTURE**
 - ✓ Ricoh needs to scan the paper folder itself to capture index values: Yes
 - **FIELD 1**
 - ✓ Field Name: Folder Tab Information
 - ✓ Field Description: DI - Index Coding Offshore 6 to 10:MP
 - ✓ Value is located Folder
- File naming will be based on indexed fields, as follows:
 - Population 1 =
 - **ADVANCED INDEX SERVICES**
 - ✓ Project requires merging and/or splitting of PDFs: No
 - ✓ Project requires database or spreadsheet lookup for naming of PDFs: No

Delivery of Images

- Index data will be delivered in a comma separated value (CSV) format.
- OCR (Optical Character Recognition) – **Required for Searchable PDF.**
 - OCR will be performed on all images of paper-based populations to create searchable PDFs.
- Resultant images and indexed data will be delivered to Client -provided USB Flash Drive.

Original Media

Original Media for this project be re-assembled and returned to Client

Population Building Department Specifications

The Building Department Population consists of the following:

Capture Specifications

- **Population #2: Population Name: Building Department**
 - Estimated number of file boxes (1.2cf) total 207
 - Estimated qty UP TO 11"x17" in dimension: 517,500 pages in 207 file boxes (1.2cf)
 - Estimated qty OVER 11"x17" up to 36"x48" in size: 0 per file boxes (1.2cf)
 - Percent of duplex pages: 0%
 - Percent of B&W originals: 100%
 - Percent of color originals: 0%
 - Total anticipated image count: 517,500
 - Total number of resulting electronic files: 17,172 PDFs created
 - Barriers per box: 500-699
 - Data file will be provided by the Client containing all index values: No
- Paper Logical Document Determination is based on no.
 - Examples: Acco clips, staples, paperclips, bands, folders, each folder, or physical file etc.

Paper Condition

- This population will NOT require Archival Handling based on understanding that documents currently ARE in a condition that is suitable for loading into a document handler/feeder for scanning.

Processing Location

- Processing will occur in no other locations than those listed below, without Client approval.
 - Imaging of source media will be performed at Ricoh's or Ricoh's business partner's processing center(s) located in the Continental United States
 - Index capture from images will be performed at Ricoh's or Ricoh's business partner's processing center(s) located in India using a Citrix Environment where servers will reside in Houston, TX.
 - Final conversion processing of images and index data will be performed in Ricoh's AWS Amazon cloud

Image Capture Specifications

- Population pages delivered to Ricoh will be imaged
 - Document preparation is defined as Heavy Prep.
 - Document reassembly is defined as Light Reassembly.
- Capture is based on multi page images in PDF format.
- A Quality Control process will take place at the time of scanning to ensure accuracy.
 - Image quality checking is defined as Statistical/Sample QC.
- Ricoh will capture originals based on the following:
 - Originals will be scanned at a resolution of 300 dots per inch (dpi).
 - Resolution higher than 300 dpi will require custom quotation from Ricoh Operations
- Files will be delivered as multi page PDF images.
 - Capture of black & white originals as bi-tonal (b&w) images.
 - Capture of color originals, (ie: charts, photographs, etc) as bi-tonal (b&w) images.

Paper Index Capture Specifications

- Final indexing requirements will capture 1 total fields
- Ricoh will capture of the following File Level index fields.
 - **FOLDER CAPTURE**
 - ✓ Ricoh needs to scan the paper folder itself to capture index values: Yes
 - **FIELD 1**
 - ✓ Field Name: Folder Tab Information
 - ✓ Field Description: DI - Index Coding Offshore 6 to 10:MP
 - ✓ Value is located Folder
- File naming will be based on indexed fields, as follows:
 - Population 2 =
 - **ADVANCED INDEX SERVICES**
 - ✓ Project requires merging and/or splitting of PDFs: No
 - ✓ Project requires database or spreadsheet lookup for naming of PDFs: No

Delivery of Images

- Index data will be delivered in a comma separated value (CSV) format.
- OCR (Optical Character Recognition) – **Required for Searchable PDF.**
 - OCR will be performed on all images of paper-based populations to create searchable PDFs.
- Resultant images and indexed data will be delivered to Client -provided USB Flash Drive.

Original Media

Original Media for this project be re-assembled and returned to Client

Unit Pricing Table

The table below, including the "estimated pre-tax total", is calculated based on the aggregate of all unit pricing multiplied by the corresponding quantities for the services outlined above. The "estimated pre-tax total" is not a fixed cost estimate and is intended solely as a general guideline for anticipated cost(s). **Ricoh will invoice for actual volumes processed.**

Population Planning Department Unit Pricing

QTY	Description	P-Code	Unit	Unit Price	Total
450,000	DI - Image Capture (Heavy)	7036	Image	0.0878	\$ 39,510.00
450,000	DI - QC (Statistical/Sample)	7082	Image	0.0231	\$ 10,395.00
450,000	DI - Re-Assemble (Light)	7084	Image	0.0258	\$ 11,610.00
450,000	DI - OCR	7055	Image	0.0110	\$ 4,950.00
450,000	DI - Image Conversion - PDF	723	Image	0.0071	\$ 3,195.00
1	DI - USB Flash Drive 8 GB	7043	Drive	39.0000	\$ 39.00
14,976	DI - Index Coding Offshore 6 to 10:MP	7110	Field	0.0182	\$ 272.56
14,400	DI -Lg Format B&W Scan (per Sheet)	7060	Image	2.0000	\$ 28,800.00
Estimates are Pre-Tax			Estimated Population Total:		\$ 98,771.56

Population Building Department Unit Pricing

QTY	Description	P-Code	Unit	Unit Price	Total
517,500	DI - Image Capture (Heavy)	7036	Image	\$0.0878	\$ 45,436.50
517,500	DI - QC (Statistical/Sample)	7082	Image	\$0.0231	\$ 11,954.25
517,500	DI - Re-Assemble (Light)	7084	Image	\$0.0258	\$ 13,351.50
517,500	DI - OCR	7055	Image	\$0.0110	\$ 5,692.50
517,500	DI - Image Conversion - PDF	723	Image	\$0.0071	\$ 3,674.25
1	DI - USB Flash Drive 8 GB	7043	Drive	\$39.0000	\$ 39.00
17,172	DI - Index Coding Offshore 6 to 10:MP	7110	Field	\$0.0182	\$ 312.53
32,500	DI -Lg Format B&W Scan (per Sheet)	7060	Image	2.0000	\$ 65,000.00
Estimates are Pre-Tax			Estimated Population Total:		\$145,460.53

Summary of Additional Fees

QTY	Description	P-Code	Unit	Unit Price	Total
387	DI - Ricoh Boxes	7031	Box	\$6.37	\$ 2,465.19
24	DI - (hr) ASG Project Management	7002	Hour	\$225.00	\$ 5,400.00
1	Transportation / Hand time /Labor	7044	Trip	5,500	\$ 5,500.00
Estimates are Pre-Tax			Estimated Additional Fees Total:		\$ 13,365.19

Pricing for any requirements to deliver images or data to a customer new or existing content management system or other business application requires further discovery.

Summary of Total Costs

Description	Estimated Total
Total Combined Pricing of all Populations	\$244,232.09
Total Combined Pricing of all Additional Fees	\$13,365.19
Estimated Pre-Tax Total	\$257,597.28

The minimum fee for off-site services is \$10,000 per project. Ricoh will invoice based on the actual number of units processed multiplied by the unit cost as referenced in the above table. Pricing does not include shipping costs of deliverables.

Production Workflow Notes

Ricoh is extremely sensitive to the fact that we are handling confidential legal, PHI, HIPAA and/or business-critical documents. As such, Ricoh designed its document handling procedures around the tight security standards established for evidentiary and privileged documents relating to extremely sensitive litigation matters. This allows us to maintain strict confidentiality and chain of custody throughout the entire workflow.

Ricoh is also sensitive to the fact that we frequently handle active files that our clients rely on during the regular course of business. When a file from a box that is identified as being "out for imaging", Ricoh's *Rapid Response* service can be activated to retrieve and return the original(s) or produce an electronic copy that can be downloaded securely. Ricoh's entire imaging workflow and customer service is designed to not adversely impact daily business operations.

Pricing Notes:

The foregoing price quotation is valid for 30 days from the date of this proposal. Unit prices are based on the volumes and assumptions as detailed in the *Production Scope & Assumptions* section and are contingent upon analysis of a representative sampling of source media and indexing methodology.

Should the scope or process vary from the assumptions outlined herein, Ricoh reserves the right to submit a revised proposal based on definitions representative of the true project scope and technical requirements. The "Estimated Pre-Tax Total" listed above is calculated based on the aggregate of all unit pricing multiplied by their corresponding quantities. This estimated total is not a fixed cost estimate and is intended solely as a general cost estimate. Ricoh will invoice for actual volumes processed.

Ricoh and Client acknowledge that the services and prices that are offered to Client herein are based on the assumptions contained within this response, and assumptions to be identified by Ricoh during its more detailed evaluation and scope

assessment following the engagement contemplated hereunder. All production processing will be executed pursuant to the imaging and coding instructions and instructions contained in this document and in its addenda herein.

If Ricoh determines during the production processing of Client's document collection that the collection deviates from assumptions, Ricoh reserves the right to adjust unit price for the impacted service (effective as of the earliest date that such deviation occurred), and Client agrees to pay Ricoh in accordance with Ricoh's standard terms and conditions for such services. Ricoh will notify Client of its determination of any deviation from the assumptions contained within this response.

Assumptions:

1. **Transportation quotes are valid for 10 days**, and subject to change due to variances in fuel, courier fees, etc.
2. Archival "Glasswork" imaging would be required in the event the condition of the originals are fragile/antique, hard bound, or the integrity of the document(s) would be compromised by placing them into a mechanized document handler/feeder for scanning.
3. Imaging Pricing assumes originals are in good condition without frayed edges, tears, or brittle/antique paper, not requiring Special Handling or use of a carrier sheet to facilitate scanning.
4. Optical Character Recognition (OCR) - Provides keyword search capability. Should OCR be requested at a later date, Ricoh will provide a revised quote.
 - a. OCR is not recommended for oversize maps, photo images, drawings, floor plans files, etc.
 - b. OCR is not a reliable method for extraction of handwritten, serif font, small type font under 12 point, data in tables or charts, etc. and should not be considered a reliable method for obtaining "searchable" files in larger PDFs. Ricoh cannot guarantee all words and characters will be captured consistently.
 - c. OCR will not be performed on any microform images. Ricoh cannot guarantee the consistency of OCR on microform media.
5. If processing exceptions exceed 3% of the total volume, the Change Order Process will be initiated for review and disposition.
6. If returning originals, original media will be returned to Client thirty (30) days after associated image delivery is complete. Upon Request, for a transport fee, originals may be returned to Customer Site, within 30 days of Scan
7. If shredding, original media will be shredded by Ricoh within thirty (30) days after associated image delivery is complete and Ricoh has written Client authorization to proceed with document destruction. If written authorization is not received within 30 days, original media will be returned to Client and will incur additional return shipping fees. Original Images will be shredded based on the schedule of fees outlined herein

Project Planning

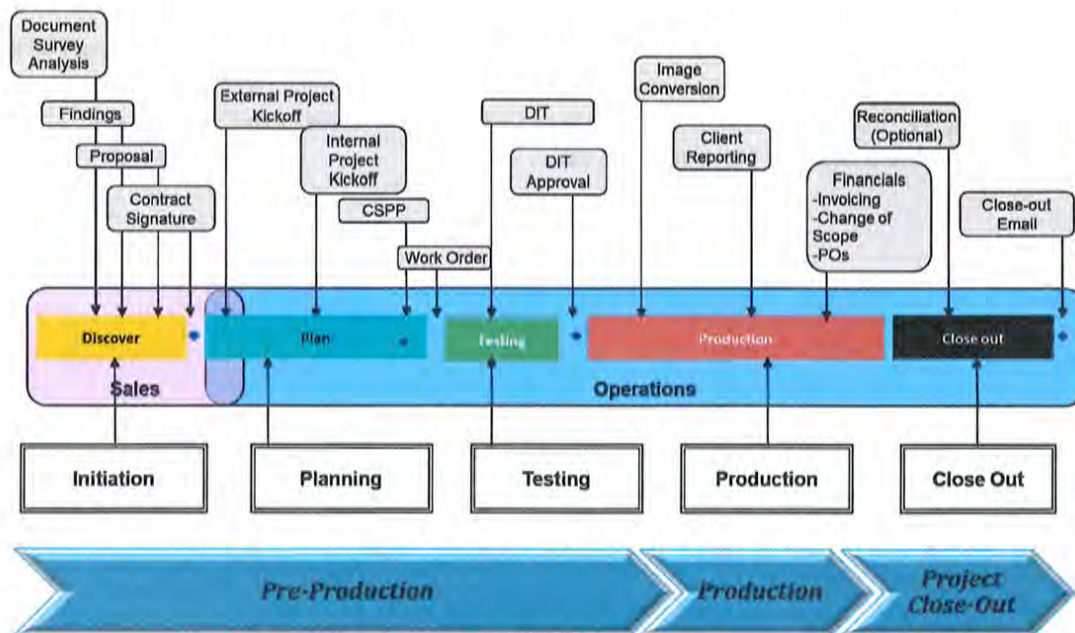
Project Management

A Ricoh Project Manager will be assigned to plan, direct, and coordinate activities of the project to ensure goals and objectives are accomplished within the prescribed time frame and funding parameters.

Specific responsibilities include, but are not limited to:

1. Reviews project proposals and general requirement documents to determine schedule, manpower, funding, and scope limitations.
2. Develops the basic project plan for executing and controlling the project, including workflow, budget, and timeline(s), including the technical specifications with the assistance of the Engineering and Technical staff.
3. Directs the preparation of the plan for organizing, staffing, budgeting, executing, and controlling field projects.
4. Interprets and executes written and/or oral job specifications and instructions into project plan.
5. Coordinates with operations effected by project to plan and develop workflow/procedures and manpower needs.
6. Anticipates and mitigates potential risks by maintaining current knowledge of overall project status.
7. Develops clear written strategy guidelines for communication with clear definition of responsibilities and restraints.
8. Acts as additional client communication liaison between operations, engineering, sales, finance and/or technical staff for a project.
9. Communicates issues and suggestions succinctly and clearly so as to be understood by clients and co-workers.
10. Documents conversations, instructions and changes or deviation in work statements and procedures.
11. Proactively informs clients of project status and issues both in verbal and/or written format.
12. Proactively communicates status of projects and issues to relevant stakeholders.
13. Escalates all issues to a higher mgt level at signs of client dissatisfaction with performance of services or expectations.
14. Responsible for the reconciliation of all client materials.

High-Level Project Plan



**** Note:** DIT (Data Interchange Test) requires Ricoh ASG Technical Services and client approval which may impact project timeline.

Pre-production activity is targeted to be completed in approximately two to three weeks. Following Customer approval and acceptance of the Conversion Service Project Plan (CSPP), production conversion will commence, and continue over a mutually agreed-on period. The final schedule will be mutually determined between the Ricoh project manager and Customer. Customer will deliver Source Media as necessary to support the planned schedule.

Ricoh's project lifecycle consists of three major phases:

- Pre-production
- Production
- Project close-out

The Ricoh project manager assigned to your account will be responsible for directing all phases and will be the primary point of contact for the entire project. The project manager will execute the operations based on a structured methodology approach. The Ricoh project manager will ensure that each of the phases has mutually agreed upon objectives and deliverable products. Both Ricoh and your organization will have defined responsibilities in each phase, and accordingly both will share in the project success. Transition from one phase of the project to the next shall occur only with Customer expressed approval.

The activities for each phase are described below:

Pre-Production —After contract award, Ricoh's project manager will lead a kick-off meeting with Customer. After kick-off, Ricoh begins work with Customer to finalize procedures and quality specifications.

During this phase, the Ricoh project team works with Customer to complete the Conversion Services Project Plan (CSPP) and presents it to Customer for approval. The purpose of the CSPP is to provide a detailed, documented reference for the complete execution of the project. In the plan, the project manager describes in detail all of the logistical, operational and technical requirements, specifications and procedures of the project.

After approval of the CSPP, Ricoh performs a data interchange test (DIT). The DIT is an end-to-end test of workflow and procedures, and is performed to verify both the technical and logistical elements of the project. The results of the DIT are to be reviewed by Customer and any required adjustments will be communicated back to Ricoh. Ricoh will not proceed with production until a successful DIT is completed and approved by Customer.

Production —With Customer's approval of the interchange test, Ricoh will pick up boxes of files to begin the scanning production and produce deliverable images. The production process will mirror the DIT model.

Ricoh will work with Customer to ensure that the implemented process, scan, index, and import are meeting all of Customer's requirements.

During production, Ricoh will generate monthly reports of production statistics. The format of this report will be developed with Customer but should include totals of documents and images produced and delivered and invoice summaries.

Close-out — The Ricoh project manager closes out all open items and issues and performs a final reconciliation. The project manager conducts an end-of-project meeting. Optionally, data reconciliation reports can be produced detailing anomalies, such as documents in database but not delivered, documents delivered but not in database, duplicate documents or indices.

Appendix A – Definitions

Document Preparation

Client Preparation:

Client performs 100% of the document preparation. This includes removal of all barriers, creation, and insertion of make-ready copies to address contrast issues, fragile pages, small pages that won't feed, etc. Client preparation also includes the unbinding or cutting/trimming of books, pamphlets, etc. that are hard bound, and the insertion of Ricoh-provided barcode sheets, patch sheets, or document coding/indexing sheets. Client preparation requires that all pages are loose.

Light Preparation:

Ricoh performs 100% of the preparation and includes the assumptions listed below:

- Documents are 8 ½ by 11" (letter size) up to 11"x17" (tabloid size)
- Ricoh will insert required barcodes and document coding sheets
- 100 barriers (see definition for barrier) with ~25 pages per barrier
- Guidelines are based on average box size (16x12x10 or 1.2cf)

Medium Preparation:

Ricoh performs 100% of the preparation and includes the assumptions listed below:

- Documents are 8 ½ x 11" (Letter Size) or 11"x17" (tabloid size)
- Ricoh will insert required barcodes and document coding sheets
- 101-499 barriers (see definition for barrier).
- Guidelines are based on average box size (16x12x10 or 1.2cf)

Heavy Preparation:

Ricoh performs 100% of the preparation and includes the assumptions listed below:

- Preparation includes mixed paper sizes
- Ricoh will insert required barcodes and document coding sheets
- 500 barriers (see definition above for barrier) or more in per box
- Guidelines are based on average box size (16x12x10 or 1.2cf)

Quality Control

Basic Quality Control:

Document Scanning Specialist will ensure scanner is cleaned and operating as required. Does not include a page-to-image comparison.

Statistical/Sample Quality Control:

Ricoh will complete image to page QC on 10% of the images per box. **Example** - For a box with an images count of 2,500 images - The Ricoh Quality Control Specialist will review (page-to-image comparison) the first 100 images (~4%) of every box, 50 images (~2%) from the middle of the box, and 100 images (~4%) from the end of the box. The quality control process involves the QC Specialist checking for the following items on the ~10% of the population as defined above:

- Ensure all pages defined in the ~10% sampling were scanned
- No missed back sides
- Images are legible to the original
- Images requiring color are scanned per instructions
- Post-it notes handled per instructions
- Physical document breaks captured correctly per instructions

Full/Image-to-Page Quality Control:

Quality Control Specialist will:

- Perform page-to-image comparison of every page
- Ensure all pages are scanned
- No missed back sides
- Images are legible to the original
- Images requiring color are scanned per instructions
- Post-it notes handled per instructions
- Physical document breaks captured correctly per instructions

Reassembly

No Reassembly:

All documents will remain loose, not returned to folders or binders. No removal of barcode and document coding sheets is necessary. Paper returned to its original pick-up box/container

- Documents are not reassembled (re-stapled, re-clipped, re-bound, etc.)
- Documents are not returned to original folders or binds
- Documents are placed in original pick-up box/container
- Document order is maintained
- Ricoh may or may not remove barcodes placed in the documents during the preparation process

Light Reassembly:

Re-Assembly includes placing pages into folders (not including placing on prongs or within binder rings) without any staples or clips or any other type of barrier. Ricoh may or may not remove barcode and/or document coding sheets.

Medium Reassembly

Re-Assembly includes placing pages into folders, placing them on prongs or binder rings without any staples or clips or any other type of barrier. Ricoh may or may not remove barcode and/or document coding sheets.

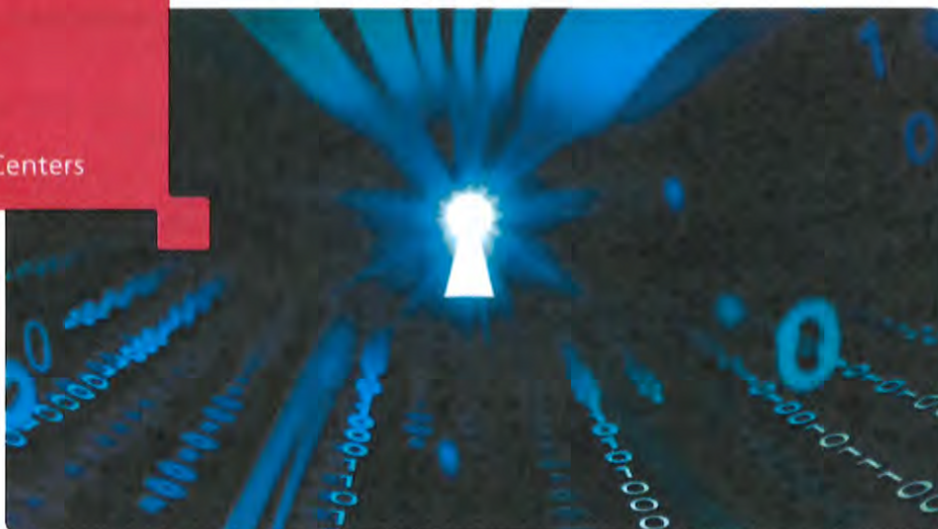
Heavy Reassembly:

Re-Assemble documents as originally received. All barriers replaced as original. Ricoh will remove barcode and document coding sheets.

Digital Imaging Services

Security: Processing Centers

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Certifications and Accreditations

Ricoh has various third-party certifications and accreditations:

- Ricoh USA, Inc. is Safe Harbor certified for our processing centers.
- Ricoh has undergone a Service Organization Controls (SOC) Type 2 audit. A copy of the report, issued by PricewaterhouseCoopers, is available upon request.

Keeping your electronic data and documents secure as well as ensuring the privacy of your employees and customer is critical to the success of your business. If your information becomes compromised, the risk to your reputation and overall goodwill — along with potential sanctions and damages — is greater than ever before. Therefore, it is crucial that your documents are entrusted to a partner who understands document and data security and offers proactive solutions to assist you in protecting your information.

Ricoh is that partner. At our processing centers, our training, processes and technology are designed to provide security for your documents throughout the entire engagement, from the point of pickup to final delivery.

Employee Training & Confidentiality

Ricoh knows that security starts with our employees. Our team is trained and experienced in managing sensitive and confidential documents. We provide focused training on the proper security protocols.

Ricoh's employee training and confidentiality measures include, but are not limited to:

- Annual confidential information training for all processing center employees
- Employee confidentiality agreements
- Company code of ethics
- Pre-employment background checks

Security: Processing Centers

Facility Security

Ricoh's processing centers are secured with controlled, restricted and monitored access. Electronically stored information (ESI) and paper are physically protected within our centers and are subject to our data security policies and processes. We also conduct regular and unannounced security audits to review and reinforce compliance.

Ricoh's facility security measures include, but are not limited to:

- A dedicated corporate security team
- Site-specific business continuity plans
- Security leads in each location
- All facilities locked and secured 24/7
- All office access is controlled and monitored
- All guests escorted at all times
- Regular and unannounced security audits
- Clean desk policy
- No personal items allowed in production areas (including cell phones)
- Production areas are controlled and monitored

Electronic Document Management System Security – DocumentMall™

Ricoh can provide images and index data for import into virtually any commercially available electronic document management system, including DocumentMall from Ricoh – a powerful, Web-enabled document management and storage solution.

DocumentMall security measures include, but are not limited to:

- All data is stored in the data center and is protected from loss, corruption, and unauthorized access
- Physical perimeter and internal defenses designed to protect against unauthorized access to the systems and internal network
- Firewalls and intrusion detection/prevention systems, with monitoring and event logging to evaluate potential threats
- Multi-tiered system architecture to limit access and vulnerabilities due to security breaches
- Redundant storage devices to prevent data loss and ensure integrity
- Regularly scheduled data backups with remote storage of duplicates and a documented recovery plan
- Hardened operating systems on all production machines with regular security patching and vulnerability scanning

Data Security

Ricoh recognizes the importance of protecting your data and treats all data, regardless of classification, as confidential. Ricoh's processing center team works hand-in-hand with Ricoh's physical and information security teams, as well as legal and audit departments, to ensure that robust, relevant data policies, procedures and processes are always in place.

Ricoh's data security measures include, but are not limited to:

- Secure indexing process
- Dedicated, secure document network
- Production area access is restricted and monitored
- Data transmissions utilize SSL 128-bit encryption or better, including importing and exporting of data
- Application-level security for role-based user access privileges
- Audit logs capture user activities
- Third-party vulnerability assessments performed on routine basis
- Anti-virus management

Document Security

Ricoh understands the risks associated with the movement of client documents. That's why we track all documents from initial pickup, through the production process, and to delivery through a documented chain of custody. Ricoh offers company-owned vehicles to provide secure local document pickup and delivery services, and we offer encrypted media delivery upon request.

Ricoh's document security measures include, but are not limited to:

- Local pickup and delivery by trained Ricoh employees
- Documents are secured at every point
- Delivery media encrypted upon request; during transportation data is protected using AES 256-bit encryption
- Secure File Transfer Protocol is utilized for electronic data transfers
- Documented chain of custody
- All documents, regardless of classification, are treated as confidential

Visit Ricoh at www.ricoh-usa.com.

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Appendix C: Transportation for Physical Records

Transportation Discussion Details

- The total volume of boxes to be transported Select one... exceed 100 boxes
 - Office Hours (Customer's Local Time): 8:00 ~ 5:00
 - Any special instructions (E.g. non-typical working days):
- Note: Most Ricoh-provided shipping starts at \$1,000 per trip outside of a 100-mile radius of BIS Centers.

Common Transportation Options

- **Courier (Box Truck or Van)** - For any size shipments and box sizes.
 - Box Truck sizes vary and may be scaled based on qty of boxes to transport

Box trucks are most common. Below are some alternate shipping methods that could help reduce costs, depending on the size and needs of the project:

- **ReloCubes** - For any size shipments and box sizes.
 - Cubes can handle up to 150 standard (1.2 cu ft) boxes per ReloCube.
 - Cubes can be dropped off one day for loading and picked up the next day for transport.
 - ReloCubes are not available at all locations.
 - ReloCubes do not require a loading dock. They take up half of a typical sized parking spot.
 - Locks are not provided, but they can be locked with Customer supplied locks.
 - If using a combination lock, Customer to send the combination to Ricoh PM
 - Multiple ReloCubes may be rented if a loading dock is not available.
 - Less practical if over 300 boxes due to client loading labor requirement
 - Pallets are not recommended for ReloCubes.
 - Boxes must be loaded directly on the floor of the cube and stacked accordingly for transport
 - They must be loaded properly for transport against walls with no gaps and as flat as possible
 - Customer Select one... provide a flat, open space where the ReloCubes can be offloaded and placed for loading
 - How long will the client need to load or unload the ReloCube? 1 days
- **Exclusive Use Semi-Trailer** - For larger size shipments (70+) of any box sizes.
 - Commonly chosen for larger projects with multiple populations, longer distances and / or many boxes
 - Require boxes to be on Pallets & shrink wrapped. A loading dock is required.
 - Loading Dock: The Customer Select one... a Loading dock that can handle a 53' trailer
 - Client Select one... provide palletizing / shrink wrap
 - Client Select one... require provide forklift / pallet jack and their own staff to load
 - All answers should be yes to use this option.
 - For pickups in large metropolitan areas where freight traffic is high, a trailer with a lift gate may be requested. In this case, pallets with shrink wrapped boxes are still required but a loading dock is not. A pallet jack would be needed. This is rare.
 - Client may elect to select a specific carrier. However, Client will work directly with them to schedule and procure the service and pay that carrier directly.